

Citizen's Charter

ver. 2026 (1st Edition)



UNIVERSITY OF THE PHILIPPINES VISAYAS

CITIZEN'S CHARTER 2026 (1st Edition)



**UNIVERSITY OF THE PHILIPPINES
VISAYAS**

PHILIPPINE GENOME CENTER VISAYAS

CITIZEN'S CHARTER
2026 (1st Edition)



PHILIPPINE GENOME CENTER-VISAYAS (PGC-V)

External Services

1. Bioinformatics Analysis Services	4-7
2. Bioinformatics Technical Advice	8-9
3. Bioinformatics Training	10-13
4. Capillary Sequencing	14-17
5. Consortium Membership	18-19
6. DNA/PCR Purification	20-23
7. Equipment Use	24-27
8. Library Preparation and Next Generation Sequencing	28-32
9. Nucleic Acid Extraction	33-36
10. Nucleic Acid Quantification	37-40
11. PCR/RT-PCR	41-44
12. Preparation of Agreements	45-46
13. Retail Services	47-50
14. Science Immersion Program	51-52
15. Technical Advice	53-54
16. Tours and Visits	55-56
17. Training	57-60
18. Undergraduate Internship	61-63



1. Bioinformatics Analysis Services

The PGC Visayas Bioinformatics Laboratory offers bioinformatics analysis services such as molecular phylogenetics analysis, whole genome assembly, 16s metabarcoding/metagenomics, transcriptomics, and custom bioinformatics analysis.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may Avail				
Checklist of Requirements		Where to Secure		
1	Request from the concerned agency/committee/organizer (1 email)	From the Requestor		
2	Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)	PGC Visayas - Bioinformatics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
3	Client Conforme (Form PGCV-LF-CC) (1 copy)	PGC Visayas -Bioinformatics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry for Bioinformatics Analysis Service/s through Bioinformatics E-mail: bioinfo.pgc.upvisayas@up.edu.ph or in Bioinformatics Lab	1. Acknowledge receipt of the E-mail of the requestor 2. Clarify the objectives and analysis	None	1 hr	<i>CIP Fellow</i> Bioinformatics Lab
2. Requests Quotation through Bioinformatics E-mail: bioinfo.pgc.upvisayas@up.edu.ph or in Bioinformatics Lab	3. Receives request from requestor 4. Clarify specific objectives and analysis 5. Calculate the cost of the	None	1 day	<i>SRS II and URA I</i> Bioinformatics Lab



	analysis and create quotation for bioinformatics pipeline			
3. Confirm availment of service based on the provided quotation through Bioinformatics E-mail: bioinfo.pgc.upvisayas@up.edu.ph or in Bioinformatics Lab	6. Receives confirmation and client approval to proceed with the service	None	5 min	<i>CIP Fellow</i> Bioinformatics Lab
4. Fill up and submit Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) and Client Conforme (Form PGCV-LF-CC) (1 copy)	7. Receives and records necessary forms 8. Checks for completeness of the necessary forms 9. Recommends and forwards to AED-PGCV for approval/disapproval 10. Approves/disapproves request and forward to SRA	None	1 hrs	<i>SRS II</i> Bioinformatics Lab
5. Receives data for bioinformatics analysis * For complex analysis and/or cases with large data input which would require large computational resources, overall	11. Checks usability of data 12. Approves/disapproves the usability of provided data to proceed for analysis 13. Performs analysis if data was approved for	None	30 days	<i>SRS II, URA I,</i> <i>2 SRAs and</i> <i>CIP Fellow</i> Bioinformatics Lab



<p>completion may take more than 1 month)</p>	<p>analysis; otherwise, inform client regarding reasons for unusability of data for analysis 14. Prepares output of the analysis together with the service report and send to client 15. Issue Charge Slip</p>			
<p>6. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in: 1. Proceed to Cash Office</p> <p>For bank transfer: 2. Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas)</p>	<p>16. Receives charge slip and payment</p> <p>16.1 Issue Official Receipt (OR) 16.2 Return Charge Slip to Client</p>	<p>Based on the amount provided in the charge slip</p>	<p>1 day</p>	<p>Cashier Cash Office</p>



<p>@up.edu.ph)</p> <p>* For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day</p> <p>* Prices are subject to change without prior notice</p>				
<p>7. Provide OR number to PGC Visayas staff in Omics Lab or via email</p>	<p>17. Receives OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p>SRA Bioinformatics Lab</p>
<p>7. Receives service report and output files of the analysis</p>	<p>18. Receive copy of OR and proof of payment</p> <p>19. Send service report and output files to client</p>	<p>None</p>	<p>1 day</p>	<p>SRA Bioinformatics Lab</p>
TOTAL			<p>33 days, 2 hrs, 5 min</p>	

Bioinformatics Analysis Services qualified for multi-stage processing.



2. Bioinformatics Analysis Services- Technical Advice

The PGC Visayas Bioinformatics Laboratory provides technical advice to clients by offering expertise in analyzing and interpreting sequencing results, selecting appropriate bioinformatics tools, designing experiments, and troubleshooting data analysis workflows.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Request from the concerned agency/ committee / organizer (1 email)		Client		
2. Technical Advice Form (VSF-LF-TA) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
3. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email for concern requiring Technical Advise	1. Acknowledges receipt of the E-mail of the requestor 2. Clarify the objectives and types of analysis	None	1 day	SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab
2. Fills up and submits the necessary forms	3. Receives and records necessary forms 4. Checks for completeness of the necessary forms 5. Recommends and forwards to AED-PGCV for approval/disapproval	None	1 day	SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab



	6. Approves/disapproves the request and forward to SRA 7. Inform Client of approved request and schedules appointment date of technical advice			
Receives approved/disapproved request	8. PGC Visayas SRA (Bioinformatician) gives technical advice	None	1 day	<i>SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab</i>
TOTAL		None	4 Days	



3. Bioinformatics Analysis Service-Training

The PGC Visayas Bioinformatics Laboratory offers bioinformatics training services including basic coding, whole genome assembly, and analysis, 16s metabarcoding/metagenomics, and transcriptomics.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Request from the concerned agency/committee/organizer (1 email)		Client		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Bioinformatics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
3. Laboratory Services (Training) Form (Form VSF-LF-LS-TR) (1 copy)		PGC Visayas - Bioinformatics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
4. Training Conforme (Form VSF-LF-TC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Bioinformatics Training in Bioinformatics Lab or via email.	1. Acknowledges receipt of the E-mail of the requestor 2. Clarify the objectives and types of analysis	None	1 day	SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab
2. Requests Quotation in Bioinformatics Lab or via email	3. Receives request from requestor 4. Clarify specific objectives and analysis 5. Confirms the availability of	None	1 day	SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab



	<p>bioinformatics pipeline/s</p> <p>6. Calculate and create a quotation for the bioinformatics pipeline</p>			
<p>4. Fills up and submits the Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy), Laboratory Services (Training) Form (Form VSF-LF-LS-TR) (1 copy) and Training Conforme (Form VSF-LF-TC) (1 copy) in Bioinformatics Lab or via email</p>	<p>7. Receives and records necessary forms</p> <p>8. Checks for completeness of the necessary forms</p> <p>9. Recommends and forwards to AED-PGCV for approval/disapproval</p> <p>10. Approves/disapproves the request and forward to SRA</p> <p>11. Inform Client of approved request and schedules training date</p>	None	3 days	<p><i>SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab</i></p>
<p>5. Receives approved/disapproved request in Bioinformatics Lab or via email</p>	<p>12. Issues charge slip</p> <p>13. Prepares modules and training materials</p> <p>14. Set ups workstations and servers</p> <p>15. Sends reminders</p>	None	30 days	<p><i>SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab</i></p>



	for training and assists with transportation and accommodation inquiries			
<p>6. Client presents the charge slip and pays the corresponding fee (payment should be done on or before the first day of training)</p> <p>For walk-in:</p> <p>3. Proceed to Cash Office</p> <p>For bank transfer:</p> <p>4. Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p>	<p>16. Receives charge slip and payment</p> <p>17. Returns Charge Slip to Client</p>	Based on the amount provided in the charge slip	1 day	Cashier Cash Office



* (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)				
7. Provides OR number to PGC Visayas	17. Receives OR number and notes payment of client	None	1 day	<i>SRS II, URA I, 2 SRAs and CIP Fellow</i> Bioinformatics Lab
8. Client undergoes training *Processing time depends on the type of training requested.	18. Conducts training on scheduled date	None	3 days	<i>SRS II, URA I, 2 SRAs and CIP Fellow</i> Bioinformatics Lab
TOTAL			40 days	

Bioinformatics Analysis Services - Training qualified for multi-stage processing



4. Capillary Sequencing

Clients can submit their samples for short fragment sequencing through the Sanger method. The client shall ensure that the samples meet the minimum sample qualifications. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
2	Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only)	PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3	Client Conforme (Form PGCV-LF-CC)	PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
4	Sample Submission Form (PGCV-LF-SSF)	PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 5. Proceed to PGC Visayas Staff Office For email: 6. Send email to sequencing.pgc.upvisayas@up.edu.ph	1. Receive and record the necessary forms o Check for completeness of the necessary forms o Review forms and check availability of equipment and assign to URA I/SRA in-charge o Recommend and	None	3 days	UR 1 and 2 URA / Omics Lab



	<p>forward to the AED-PGC V for approval/di approval</p> <ul style="list-style-type: none"> o Approve/di approve request and forward to UR I <p>Inform Client of approved request and schedule sample submission</p>			<p><i>AED-PGCV</i> PGC Visayas</p> <p><i>UR I and 2 URA</i> / Omics Lab</p>
<p>2. Submit samples to Omics Lab.</p> <p>Applicable samples: PCR Product</p> <p>* Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p> <p>* Processing of samples is on a first come-first served basis</p>	<p>2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.3 Data analysis</p> <p>2.4 Provides raw sequence files and Service Report</p>	None	5 days	<p><i>URA I and SRA</i> Omics Lab</p> <p><i>SRSII, URA I and SRA</i> Bioinformatics Lab</p>



<p>3. Receives raw sequence files and Service Report</p> <p>* Submitted samples for sequencing will be kept only up to one week after the release of the Service Report, and backup sequence files for capillary sequencing will be kept for one month</p>	<p>3. Issue charge slip after client's receipt of service report</p>	<p>None</p>	<p>1 day</p>	<p>UR 1 and 2 URA / Omics Lab</p>
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in: 7. Proceed to Cash Office</p> <p>For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p> <p>* For payment through</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client</p>	<p>Capillary Sequencing: SeqStudio Genetic Analyzer: P2,100.00 per sample</p>	<p>1 day</p>	<p>Cashier CASH OFFICE</p>



banks, the issuance of OR by the Cash Office usually takes more than 1 day *Prices are subject to change without prior notice				
5. Provide OR number to PGC Visayas staff in Omics Lab or via email,	5. Receives OR number and notes payment of client	None	1 day	<i>UR 1 and 2 URA / Omics Lab</i>
TOTAL			11 Days	

Capillary Sequencing qualified for multi-stage processing.



5. Consortium Membership

PGC Visayas maintains a consortium to ensure access to omics-driven technologies and customized services through extension activities intended for consortium members.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex (according to capacity of laboratories)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	State Universities and Colleges, Higher Education Institutions and Medical Institutions			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Expression of interest (1 email) 		Client		
<ul style="list-style-type: none"> • Memorandum of Understanding (1 copy) 		PGC Visayas - Staff Office or online		
<ul style="list-style-type: none"> • Memorandum of Academic and Research Cooperation/Memorandum of Agreement 		PGC Visayas - Staff Office or online		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client expresses interest to become a consortium member via email or through PGC Visayas activities	1. Person responsible acknowledges expression of interest and conducts orientation meeting (online or face-to-face)	None	1 day	<i>PDO II and AED-PGCV</i> PGC Visayas
	2. Person responsible drafts agreements	None	2 days	<i>PDO II</i> PGC Visayas
2. Client meets with Person Responsible regarding activities pursuant to the draft agreements	3. Person responsible documents activities pursuant to the draft agreements	None	1 day	<i>PDO II</i> PGC Visayas



via email or in PGC Visayas Staff Office. * Processing time depend on client schedule.	as attachment to draft agreements			
3. Client reviews agreements online *Processing time depends on client.	4. Person responsible and UP Visayas Legal Services Office review	None	3 days	<i>PDO II</i> PGC Visayas
4. Client processes agreements in Home Institution. * Processing time depends on client response.	5. Person responsible processes agreements	None	30 days	<i>PDO II</i> PGC Visayas
5. Client receives agreements in Home Institution.	6. Person responsible receives agreements	None	1 day	<i>PDO II</i> PGC Visayas
TOTAL		None	37 days	

Consortium membership qualified for multi-stage processing.



6. DNA/PCR Purification

Genomic DNA (gDNA) samples and PCR products can be submitted to the Facility for purification before capillary or next-generation sequencing. Purification will be done according to the Facility's prescribed protocols. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submits the necessary forms For walk-in: 8. Proceed to PGC Visayas Staff Office For email: 9. Send email to sequencing.pgc.u	1. Receive and record the necessary forms a. Check for completeness of the necessary forms b. Review forms and check availability of equipment and assign	None	3 days	UR 1 and 2 URA 1 Omics Lab



<p>pvisayas@up.edu.ph</p>	<p>to URA I/SRA in-charge</p> <p>c. Recommends and forwards to AED-PGC V for approval/diapproval</p> <p>d. Approve/diapprove request and forward to URA I</p> <p>Inform Client of approved request and schedule sample submission</p>			<p><i>AED-PGCV</i> PGC Visayas</p> <p><i>URA I and 2</i> <i>URA I</i> Omics Lab</p>
<p>2. Submit samples in Omics Lab.</p> <p>Applicable samples: Purified DNA PCR Product</p> <p>Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Record the samples received and assign sample ID</p> <p>2.2 Sample processing</p>	<p>None</p>	<p>5 days</p>	<p><i>URA I and SRA</i> Omics Lab</p>



	2.3 Provide purified DNA/PCR Product and Service Report			
<p>3. Receives purified DNA/PCR Product and Service Report in Omics Lab or via email.</p> <p>*A backup of the purified DNA or PCR Product will be kept only up to one week after the release of the Service Report and submitted samples will be discarded immediately after the release of the Service Report</p> <p>*Processing of samples is on a first come-first served basis)</p>	<p>3. Issue charge slip after client's receipt of service report</p>	None	1 day	<p>UR 1 and 2 URA 1 Omics Lab</p>
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in: 10. Proceed to Cash Office</p> <p>*For bank transfer: Sends bank deposit and provides a copy of</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client</p>	<p>Gel excision and purification (Recovery kit): P530.00 per sample</p> <p>PCR Product Purification</p>	<p>1 day (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	<p>Cashier CASH OFFICE</p>



<p>proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p> <p>*Prices are subject to change without prior notice.</p>		<p>n: P450.00 per sample</p>		
<p>5. Provide OR number to PGC Visayas staff in Omics Lab or via email.</p>	<p>5. Receive OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p><i>UR 1 and 2 URA 1 Omics Lab</i></p>
TOTAL			11 Days	

DNA/RNA Purification qualified for multi-stage processing.



7. Equipment Use

Interested clients who would like to conduct their experiments can avail of the Equipment Use service, wherein they are allowed to personally handle several equipment, provided that the clients undergo basic orientation on equipment use and maintenance and abide by the Rules and Regulations of the Facility (Annex 4, Orientation on PGC VSF Rules and Regulations and Annex 5, PGC VSF Laboratory Safety Manual) and provide their consumables and reagents. A list of equipment that can be used is found in the pricing guide. Use of equipment will be charged per hour of use, with a minimum of one (1) hour of use. Any damage incurred during use shall be shouldered by the Client.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Laboratory Services (Equipment Use) Form (Form VSF-LF-LS-EU) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
4. Copy of research proposal or methodology (1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 11. Proceed to PGC Visayas Staff Office	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms	None	3 days	UR 1 and 2 URA 1 Omics Lab



<p>For email: 12. Send email to sequencing.pgc.upvisayas@up.edu.ph</p>	<p>1.2 Review forms and check equipment availability based on the indicated preferred date and time of use</p> <p>1.3 Recommend and forward to the AED-PGC V for approval/disapproval</p> <p>1.4 Approve/disapprove request and forward to UR I</p> <p>Inform the Client of the approved request and forward it to URA I/SRA for laboratory orientation</p>			<p>AED-PGC V PGC Visayas</p> <p>UR I and 2 URA I Omics Lab</p>
<p>2. Gets a copy of the approved request</p>	<p>2. Schedule laboratory orientation</p> <p>a. Orients Client on basic equipment use and maintenance</p>	<p>None</p>	<p>1 day</p>	<p>UR I and 2 URA I Omics Lab</p> <p>UR I and 2 URA I Omics Lab</p>



	<p>ce and laboratory rules and regulations</p> <p>Schedule use of equipment based on availability of equipment and URA in-charge</p>			
<p>3. Uses equipment in Omics Lab</p> <p>Equipment uses less than 8 hours:</p> <p>1 Proceed to supervised equipment use</p> <p>*Equipment used for more than 8 hours: Comply with minimum 8-hour equipment use for issuance of Certificate of Competency for specific equipment (Certificate of Competency allows unsupervised use of equipment)</p> <p>*Processing time depends on the hours of equipment use.</p>	<p>3. Supervise Client on equipment use</p> <p>a. Issues certificate of competency to Client for unsupervised use of equipment</p> <p>Issues Charge Slip after client finishes use of equipment</p>	None	1 day	<p>UR I and 2 URA I Omics Lab</p>



<p>4. The client presents a charge slip and pays the corresponding fee.</p> <p>For walk-in: 13. Proceed to Cash Office</p> <p>For bank transfer: Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p> <p>*For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day.</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>(May vary depending on the equipment used and hours of use)</p>	<p>1 day</p>	<p>Cashier CASH OFFICE</p>
<p>5. Provides OR number to PGC Visayas staff in Omics Lab or via email.</p>	<p>5. Receives OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p>UR 1 and 2 URA 1 Omics Lab</p>
<p>TOTAL</p>			<p>7 Days</p>	

Equipment use qualified for multi-stage processing.



8. Library Preparation and Next-Generation Sequencing

Nucleic acid samples can be submitted to the Facility for Library Preparation. The client shall ensure that the samples meet the minimum sample qualifications. Initial quality checks will be done to determine whether the submitted samples can proceed to Library Preparation. Results of the initial quality checks shall be provided to the client and advice will be given to the client whether to proceed or not with the Library Preparation. After advice is given, the client can then decide to proceed with the service.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 14. Proceed to PGC Visayas Staff Office For email: 15. Send email to	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of	None	3 days	UR 1 and 2 URA 1 Omics Lab



<p>sequencing.pgc.upvisayas@up.edu.ph</p>	<p>equipment and assign to URA I/SRA in-charge</p> <p>1.3 Recommend and forward to the AED-PGC V for approval/disapproval</p> <p>1.4 Approves/disapproves request and forwards to UR I</p> <p>1.5 Informs Client of approved request and schedules sample submission</p>			<p><i>AED-PGCV PGC Visayas</i></p> <p><i>UR I and 2 URA I Omics Lab</i></p>
<p>2. Submission of samples in Omics Lab.</p> <p>Applicable samples: genomic DNA (gDNA) total RNA (tRNA) PCR Product DNA Library</p>	<p>2. Receives samples and checks samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and</p>	<p>None</p>	<p>5 days</p>	<p><i>URA I and SRA Omics Lab</i></p>



<p>* Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p> <p>* Processing of samples is on a first come-first served basis.</p>	<p>assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.3 Data analysis</p> <p>2.4 Provides raw sequence files and Service Report</p>			<p><i>SRSII, URA I and SRA</i> Bioinformatics Lab</p>
<p>3. Receives raw sequence files and Service Report</p> <p>Note: Submitted samples for sequencing will be kept only up to one week after the release of the Service Report, NGS libraries will be kept for up to six months, and backup sequence files for NGS will be kept for one year.</p>	<p>3. Issue charge slip after client's receipt of service report</p>	<p>None</p>	<p>1 day</p>	<p><i>UR I and 2</i> <i>URA I</i> Omics Lab</p>
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in: 16. Proceed to Cash Office</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>Library Preparation:</p> <p>DNA Lib Prep: P11,35.00 per sample</p>	<p>1 day</p>	<p><i>Cashier</i> CASH OFFICE</p>



<p>For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph and/or bioinfo.pgc.upvisayas@up.edu.ph)</p> <p>* For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day.</p> <p>* Prices are subject to change without prior notice.</p>		<p>Nextera XT DNA Lib Prep: P10,240.00 per sample</p> <p>TruSeq Stranded mRNA Lib Prep: P25,750.00 per sample</p> <p>TruSeq Stranded Total RNA Lib Prep: P34,900.00 per sample</p> <p>16s Metagenomics: P4,750.00 per sample</p> <p>Amplicon Sequencing: P5,100.00 per sample</p> <p>COVIDSeq Test HT: P6,850.00 per sample</p>		
---	--	---	--	--



		COVIDSe q Test LT: P10,750. 00 per sample		
5. Provide OR number to PGC Visayas staff in Omics Lab or via email.	5. Receives OR number and notes payment of client	None	1 day	<i>UR I and 2 URA I Omics Lab</i>
TOTAL			11 Days	

Library Preparation and Next-Generation Sequencing qualified for multi-stage processing



9. Nucleic Acid Extraction

Samples (tissue, blood, bacteria) can be submitted to the Facility for extraction of genomic DNA (gDNA) or total RNA (tRNA) using the Facility's prescribed protocols. If the client provides his/her extraction protocol, validation and optimization of the protocol shall be done by the Facility, provided that the Client agrees to include the costs of validation and optimization with the Billing Statement. Additional costs for quality checks and quantification are included in this service. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 17. Proceed to PGC Visayas Staff Office	1. Receive and record the necessary forms o Check for completeness of the necessary forms o Review forms and	None	3 days	UR 1 and 2 URA 1 Omics Lab



<p>For email: 18. Send email to sequencing.pgc.upvisayas@up.edu.ph</p>	<p>checks availability of equipment and assign to URA I/SRA in-charge</p> <ul style="list-style-type: none"> o Recommend and forwards to Assistant to PGC Executive Director for Satellite Facility in UP Visayas (AED-PGC V) for approval/di approval o Approve/di approve request and forward to URA I <p>Informs Client of approved request and schedules sample submission</p>			<p><i>AED-PGCV PGC Visayas</i></p> <p><i>URA I and 2 URA I Omics Lab</i></p>
<p>2. Submit samples to Omics Lab</p> <p>Applicable samples: Bacterial culture Animal blood Animal cell and tissue</p>	<p>2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the</p>	<p>None</p>	<p>5 days</p>	<p><i>URA I and SRA Omics Lab</i></p>



<p>*Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p> <p>*Processing of samples is on a first come-first served basis.</p>	<p>samples received and assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.4 Provide DNA/RNA Extract and Service Report</p>			<p><i>URA 1 and SRA</i> Omics Lab</p> <p><i>UR 1 and 2</i> <i>URA 1</i> Omics Lab</p>
<p>3. Receives DNA/RNA Extract and Service Report in Omics Lab or via email</p> <p>*A backup of the purified DNA or RNA will be kept only up to one week after the release of the Service Report and submitted samples will be discarded immediately after the release of the Service Report</p>	<p>3. Issue charge slip after client's receipt of service report</p>	<p>None</p>	<p>1 day</p>	<p><i>UR 1 and 2</i> <i>URA 1</i> Omics Lab</p>
<p>4. The client presents the charge slip and pays the corresponding fee</p> <p>For walk-in: 19. Proceed to Cash Office</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>Bacterial culture (spin column): P940 per sample</p> <p>Animal blood (magnetic-based):</p>	<p>1 day</p>	<p><i>Cashier</i> CASH OFFICE</p>



<p>For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.visayas@up.edu.ph)</p> <p>*For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day.</p> <p>*Prices are subject to change without prior notice</p>		<p>P910.00 per sample</p> <p>Cell and tissue (magnetic-based): P1,100 per sample</p>		
<p>5. Provides OR number to PGC Visayas staff in Omics Lab or via email</p>	<p>5. Receives OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p><i>UR 1 and 2 URA 1 Omics Lab</i></p>
TOTAL			11 Days	

Nucleic acid extraction qualified for multi-stage processing.



10. Nucleic Acid Quantification

Genomic DNA (gDNA) and total RNA (tRNA) samples can be submitted to the Facility for quantification. The client can choose between three (3) quantification procedures: 1) Fluorometry using Qubit 4; 2) Spectrophotometry using Multiskan Sky Microplate Reader (μ drop plate); and 3) Chip Electrophoresis using Agilent 2100 Bioanalyzer. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1 Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2 Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3 Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 20. Proceed to PGC Visayas Staff Office For email: 21. Send email to	1. Receive and record the necessary forms o Check for completeness of the necessary forms o Review forms and check availability of equipment	None	3 days	UR 1 and 2 URA 1 Omics Lab



<p>sequencing.pgc.upvisayas@up.edu.ph</p>	<p>and assign to URA I/SRA in-charge</p> <ul style="list-style-type: none"> o Recommend and forward to the AED-PGC V for approval/di approval o Approve/di approve request and forward to URA I <p>Informs Client of approved request and schedules sample submission</p>			<p><i>AED-PGC V</i> PGC Visayas</p> <p><i>URA I and 2</i> <i>URA I</i> Omics Lab</p>
<p>2. Submit samples to Omics Lab</p> <p>Applicable samples: Purified DNA/RNA</p> <p>*Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p> <p>*Processing of samples is on a</p>	<p>2. 2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p> <p>2.2 Sample processing</p>	<p>None</p>	<p>3 days</p>	<p><i>URA I and SRA</i> Omics Lab</p> <p><i>URA I and SRA</i> Omics Lab</p>



<p>first come-first served basis.</p>	<p>2.4 Provide Service Report</p>			<p><i>UR I and 2 URA I Omics Lab</i></p> <p><i>UR I and 2 URA I Omics Lab</i></p>
<p>3. Receives Service Report in Omics Lab or via email.</p> <p>Note: Submitted samples will be discarded immediately after the release of the Service Report</p>	<p>3. Issue charge slip after client's receipt of service report</p>	<p>None</p>	<p>1 day</p>	<p><i>UR I and 2 URA I Omics Lab</i></p>
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in: 22. Proceed to Cash Office</p> <p>For bank transfer: 23. Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvi@sayas@u</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client</p>	<p>Qubit 4.0 fluorometry: P190.00 per sample</p> <p>Agilent Bioanalyzer: P1,100.00 per sample</p> <p>Agarose Gel Electrophoresis: P590.00 per run</p> <p>Multiskan Sky Spectrop</p>	<p>1 day</p>	<p><i>Cashier CASH OFFICE</i></p>



<p>p.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p> <p>*For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day</p> <p>*Prices are subject to change without prior notice</p>		<p>hotometry : P300.00 per run</p>		
<p>5. Provide OR number to PGC Visayas staff in Omics Lab or via email.</p>	<p>5. Receives OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p><i>UR 1 and 2 URA 1 Omics Lab</i></p>
TOTAL			9 Days	

Nucleic acid quantification qualified for multi-stage processing.



11. PCR/Real-time PCR

Samples for PCR or Real-time PCR can be submitted to the Facility, provided that all primers shall be provided by the client. Optimized protocols can be provided by the client; however, custom optimization costs shall be shouldered by the client.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
4. Optimized PCR Protocols (if not available, PGC Visayas can optimize the protocols with additional optimization costs) (1 copy)		Client's Home Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 24. Proceed to PGC Visayas Staff Office For email:	1. Receive and record the necessary forms a. Checks for completeness of the necessary forms b. Review forms and check availability	None	3 days	UR I and 2 URA I Omics Lab



<p>25. Send email to sequencing.pgc.upvisayas@up.edu.ph</p>	<p>of equipment and assign to URA I/SRA in-charge</p> <p>c. Recommend and forward to AED-PGC V for approval/diapproval</p> <p>d. Approve/diapprove request and forward to URA I</p> <p>Informs Client of approved request and schedules sample submission</p>			<p>AED-PGC V PGC Visayas</p> <p>URA I and 2 URA I Omics Lab</p>
<p>2. Submits samples and primers to Omics Laboratory</p> <p>Applicable samples: Purified gDNA (for PCR) cDNA</p> <p>*Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. Receives samples and primers and checks samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p>	<p>None</p>	<p>5 days</p>	<p>URA I and SRA Omics Lab</p> <p>URA/SRA In-Charge</p> <p>URA I and 2 URA I Omics Lab</p>



<p>*Processing of samples is on a first come-first served basis)</p>	<p>2.2 Sample processing</p> <p>2.3 Provide PCR Product and Service Report</p>			
<p>3. Receives PCR Product and Service Report in Omics Laboratory or via email</p> <p>Note: Submitted samples will be discarded immediately after the release of the Service Report</p>	<p>3. Issue charge slip after client's receipt of service report</p>	<p>None</p>	<p>1 day</p>	<p><i>UR 1 and 2 URA 1 Omics Lab</i></p>
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in: 26. Proceed to Cash Office</p> <p>For bank transfer: 27. Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvi@sayas@u</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>End-point PCR (Low-throughput): P300.00 per sample</p> <p>Real-time PCR: Single channel: P230.00 per sample</p> <p>Per additional channel: P170.00 per sample</p>	<p>1 day</p>	<p><i>Cashier CASH OFFICE</i></p>



<p>p.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p> <p>*For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day.</p> <p>*Prices are subject to change without prior notice.</p>				
<p>5. Provides OR number to PGC Visayas staff in Omics Lab or via email.</p>	<p>5. Receives OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p><i>UR 1 and 2 URA 1 Omics Lab</i></p>
TOTAL			11 Days	

PCR/Real-time PCR qualified for multi-stage processing



12. Preparation Agreements

Most services that clients avail require an agreement to aid in procurement processes and research collaboration. In PGC Visayas, we help our clients draft the agreements they need so we could work together smoothly.

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (according to capacity of laboratories)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	State Universities and Colleges, Higher Education Institutions and Medical Institutions			
Checklist of Requirements		Where to Secure		
1. Expression of need for agreement		Client		
2. Draft agreement		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client expresses the need for an agreement	1. Person responsible acknowledges expression of need for agreement	None	1 day	<i>PDO II and AED-PGCV</i> PGC Visayas <i>UR I</i> Omics Lab
	2. Person responsible assigns personnel involved in the agreement	None	1 day	<i>AED-PGCV</i> PGC Visayas
	3. Person responsible drafts agreement	None	2 days	<i>PDO II</i> PGC Visayas <i>UR I</i> Omics Lab
2. Client reviews agreement *Processing time depends on client.	4. Person responsible and UP Visayas Legal Services Office review	None	3 days	<i>URA I and SRA</i> Omics Lab <i>URA I and SRA</i>



				Bioinformatics Lab
3. Client processes agreements *Processing time depends on client response.	5. Person responsible processes agreements	None	30 days	<i>PDO II</i> PGC Visayas
4. Client receives agreements	6. Person responsible receives agreements	None	1 day	<i>PDO II</i> PGC Visayas
TOTAL		None	38 days	



13. Retail Services

Retail purchases include the purchase of Liquid Nitrogen, Flake Ice, and Water from the Facility. Clients shall provide their own vessel/container for this service. Purchases shall be scheduled at least three (3) days for Liquid Nitrogen purchases and at least two (2) days for Flake Ice before pick-up, for proper scheduling of production. All purchases shall be priced on a per kg/L basis.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Laboratory Services (Retail Sales) Form (Form VSF-LF-LS-RS) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 28. Proceed to PGC Visayas Staff Office For email: 29. Send email to sequencing.pgc.upvisayas@up.edu.ph	1. Receive and record the necessary forms a. Check for completeness of the necessary forms b. Review forms and check availability of product and JRA c. Recommend and	None	3 days	UR 1 and 2 URA 1 Omics Lab



<p>@up.edu.ph</p>	<p>forward to the AED-PGC V for approval/diapproval</p> <p>d. Approve/diapprove request and forward to UR I</p> <p>Inform the Client of the approved request and schedule a collection date with the JRA</p>			<p><i>AED-PGCV</i> PGC Visayas</p> <p><i>UR I and 2</i> <i>URA I</i> Omics Lab</p>
<p>2. Provide appropriate containers in Omics Lab</p> <p>Appropriate containers: For LN2 – Liquid Nitrogen Tank For Flaked Ice – Cooler/bucket For Type 1 and 2 water and Nuclease-free water – Tubes/water container</p>	<p>2. Receive containers</p> <p>2.1 Prepares required volume of liquid nitrogen/flaked ice/nuclease free-water</p> <p>2.2 Fill up provided container</p>	None	<p>1 days</p> <p>(Collection is scheduled on a first come-first served basis)</p>	<p><i>Laboratory Technician II</i> Omics Lab</p>
<p>3. Receive filled-up container in Omics Lab</p>	<p>3. Issue charge slip after client's</p>	None	1 day	<p><i>UR I and 2</i> <i>URA I</i> Omics Lab</p>



	receipt of service report			
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in: 30. Proceed to Cash Office</p> <p>For bank transfer: 31. Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvi@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p> <p>* For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>Liquid nitrogen: P620.00 per liter</p> <p>Flake ice: P100.00 per kilo</p> <p>Type 1 water (<i>Ultrapure</i>): P900.00 per 3 liters</p> <p>Type 2 water (Pure): P280.00 per liter</p> <p>Nuclease-free water (NFW): P703.00 per 100 mL</p>	1 day	Cashier CASH OFFICE



* Prices are subject to change without prior notice				
5. Provides OR number to PGC Visayas staff in Omics Lab or via email	5. Receives OR number and notes payment of client	None	1 day	<i>UR 1 and 2 URA 1 Omics Lab</i>
TOTAL			7 days	



14. Science Immersion Program (SIP)

Science Immersion Program (SIP) is for high school students who are required to undergo immersion to gain real work life experience. SIP serves as exposure to the operations of a research center for high school students too.

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (according to capacity of laboratories to supervise high school students)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	High school students and sending institution			
Checklist of Requirements		Where to Secure		
1. Request letter from sending institution of high school students		Client		
2. Medical certificate		Client		
3. Other immersion requirements of sending institution		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sending institution submits a request letter.	1. Request letter is acknowledged and forwarded to Assistant to the PGC Executive Director for Satellite Facility in the Visayas. Request is approved or disapproved by Assistant to the PGC Executive Director for Satellite Facility in the Visayas.	None	10 days	<i>PDO II and AED-PGCV</i> PGC Visayas
2. Sending institution of client reviews and processes MOA	2. Person responsible and UP Visayas Legal Services Office review and	None	60 days	<i>PDO II</i> PGC Visayas



	processing the MOA			
3. Client attends orientation	3. Person responsible orients interns	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
4. Client undergoes internship	4. Person responsible supervises interns	None	8 days	<i>URA I and SRA I</i> Omics Lab
5. Client answers feedback form and participates in Culminating Activity	5. Person responsible solicits feedback from client and conducts Culminating Activity	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
6. Client submits internship report	6. Person responsible reviews Interns' Report	None	3 days	<i>PDO II and UEA I</i> PGC Visayas
	7. Person issues clearance and certificate of completion	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
TOTAL		None	84 days	

Science Immersion Program qualified for multi-stage processing.



15. Technical Advice

PGC Visayas offers expert technical advice in genomics, bioinformatics, and molecular biology to support research and innovation in health, agriculture, biodiversity, and public health. Our team guides study design, data analysis, sequencing technologies, and molecular techniques to help researchers, institutions, and industries optimize their projects and achieve high-quality results.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Technical Advice Form (VSF-LF-TA) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up and submits the necessary forms For walk-in: 32. Proceed to PGC Visayas Staff Office For email: 33. Send email to pgc.upvisayas@up.edu.ph or sequencing.pgc.u	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms; recommended and forward to the AED-PGC V for approval/dissapproval	None	1 day	UR 1 and 2 URA 1 Omics Lab



<p>pvisayas@up.edu.ph</p>	<p>1.3 Approve/disapprove the request and forward to UR I</p> <p>2. Inform the Client of the approved request and schedule appointment date for technical advise</p>			<p>AED-PGCV PGC Visayas</p> <p>UR I and 2 URA I Omics Lab</p>
<p>2. Receives approved/disapproved request in Omics Lab or via email.</p> <p>*Processing time depends on personnel availability.</p>	<p>2. PGC Visayas Core Staff in-charge gives technical advice</p>	<p>None</p>	<p>1 day</p>	<p>SRA Omics Lab</p>
<p>3. The client fills up the feedback form in PGC Visayas Staff Office or via email.</p>	<p>3. Receives feedback form</p>	<p>None</p>	<p>1 day</p>	<p>SRA Omics Lab</p>
TOTAL			3 Days	



16. Tours and Visits

This is the process for requesting and conducting tours and visits at PGC Visayas. It provides a clear guide on the steps to follow, expected processing time, and the responsible personnel to ensure a smooth and informative experience for all visitors.

Office or Division	Philippine Genome Center Visayas			
Classification	Simple			
Type of Transaction	G2G – Government to Government / Private G2C – Government to Citizen			
Who may Avail	Government / Public and Private Individuals			
Checklist of Requirements		Where to Secure		
✓ Google Form for Tour request (1 googleform)		PGC Visayas - online		
✓ Letter of Request from visitor/client with list of participants (1 copy)		Client's home institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit a request for a tour or visit via email at pgc.upvisayas@up.edu.ph or at PGC Visayas Staff Office	1. Acknowledge receipt of the request and review the details	None	5 min	<i>UEA I and PDO II</i> PGC Visayas
4. Wait for confirmation and schedule availability online	2. Confirm schedule and provide guidelines for the visit 3. Prepare all necessary materials and equipment for the tour	None	1 day	<i>UEA I</i> PGC Visayas <i>UEA I and PDO II</i> PGC Visayas



3. Attend the scheduled tour or visit	4. Conduct the tour, including a presentation and lab walkthrough 5. Collect and review feedback to improve future tours	None	2 hours	<i>UEA I and PDO II</i> PGC Visayas SRA Omics Lab <i>SRS II, URA I,</i> <i>2 SRAs and CIP Fellow</i> Bioinformatics Lab
TOTAL		None	1 day, 2 hrs, 5 min	



17. Training

The Philippine Genome Center (PGC) Visayas provides customized training in genomics, bioinformatics, and molecular biology techniques. Designed for researchers, students, and professionals, these training programs cover topics such as high-throughput sequencing, genomic surveillance, DNA barcoding, and molecular diagnostics. Through hands-on workshops and expert-led lectures, PGC Visayas equips participants with cutting-edge skills to advance research and applications in health, agriculture, biodiversity, and public health.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate Students, University Researchers, and Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
1. Laboratory Services (Training) Form (Form VSF-LF-LS-TR) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Training Conformance (Form VSF-LF-TC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: 34. Proceed to PGC Visayas Staff Office For email: 35. Send email to	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of laboratory, equipment, and	None	3 days	UR 1 and 2 URA 1 Omics Lab



<p>sequencing.pgc.upvisayas@up.edu.ph</p>	<p>PGC Visayas Staff</p> <p>1.3 Recommend and forward to the AED-PGCV for approval/disapproval</p> <p>1.4 Approve/disapprove the request and forward it to UR I</p> <p>2. Inform the Client of the approved request and schedule the training date</p>			<p><i>AED-PGCV</i> PGC Visayas</p> <p><i>UR I and 2</i> <i>URA I</i> Omics Lab</p>
<p>2. Receives approved/disapproved request</p> <p>* Processing time may depend on lab and personnel availability, but the procurement of needs has a minimum of 30 days of preparation according to University Procurement Guidelines.</p>	<p>2. Prepares needs for training</p> <p>a. Issues charge slip</p> <p>b. Prepare laboratory set-up</p> <p>c. Procure training needs</p> <p>Send reminders for training and assist with transportation and accommodation inquiries</p>	<p>None</p>	<p>30 days</p>	<p><i>UR I, 2 URA I and 2 SRAs</i> Omics Lab</p> <p><i>SRS II, URA I and 2 SRAs</i> Bioinformatics Lab</p> <p><i>UEA I</i> PGC Visayas</p> <p><i>Administrative Aide III</i> PGC Visayas</p> <p><i>UR I and 2</i> <i>URA I</i> Omics Lab</p>



<p>3. Client presents the charge slip and pays a corresponding fee (payment should be done on or before the first day of training)</p> <p>For walk-in: 36. Proceed to Cash Office</p> <p>For bank transfer: Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p> <p>* For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day</p>	<p>3. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client</p>	<p>(May vary depending on the type of training requested and equipment and consumables used)</p>	<p>1 day</p>	<p>Cashier CASH OFFICE</p>
<p>4. Provide OR number to PGC Visayas staff in Omics Lab or via email</p>	<p>4. Receives OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p>UR I and 2 URA I Omics Lab</p>
<p>5. The client undergoes training</p>	<p>5. Conduct training on scheduled date</p>	<p>None</p>	<p>3 days</p>	<p>UR I, 2 URA I and 2 SRAs Omics Lab</p>



in PGC Visayas Laboratories				
* Processing time depends on the type of training requested				
TOTAL			37 days	



18. Undergraduate Internship

The Philippine Genome Center Visayas, as part of its mandate to support genomics appreciation in the region, will hold an annual internship program for college students, with approval from the UP Visayas Office of the Chancellor. Internship Programs will be divided into different tracks, in accordance with the present Core Facilities in PGC Visayas (e.g., Genomics Track for the Omics Laboratory and Bioinformatics Track for the Bioinformatics Laboratory).

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (January - August annually)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	Undergraduate students and sending institution			
Checklist of Requirements		Where to Secure		
1. Motivational Letter from potential trainee addressed to the AED-PGCV (1 copy)		Client		
2. Letter of recommendation from OJT Adviser (in special cases, a letter from the Division/Department head can be accepted) (1 copy)		Client		
3. Curriculum Vitae in .pdf format (1 copy)		Client		
4. Unofficial copy of grades reflecting units taken in biology, molecular biology, or a related field (1 copy)		Client		
5. Medical certificate (1 copy)		Client		
6. Other internship requirements by sending institution (1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits requirements via email	Persons responsible posts call for interns and acknowledges receipt of documents	None	40 days	<i>PDO II and UEA I</i> PGC Visayas



depending on Assistant to the PGC Executive Director for Satellite Facility in the Visayas' schedule	Person responsible pre-screens internship applicants (review of completeness of documents)	None	10 days	<i>PDO II and UEA I</i> PGC Visayas
	Persons responsible screens internship applicants	None	5 days	<i>UR I and 2 URA I</i> Omics Lab <i>SRS II and URA I</i> Bioinformatics Lab <i>AED-PGCV</i> PGC Visayas
Client confirms internship slot	Selected interns are informed about their acceptance	None	10 days	<i>PDO II and UEA I</i> PGC Visayas
Sending institution of client reviews and processes MOA	Person responsible and UP Visayas Legal Services Office review and processing the MOA	None	60 days	<i>PDO II</i> PGC Visayas
Client attends orientation	Person responsible orients interns	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
Client undergoes internship	Person responsible supervises interns	None	18 days or depending on the need of the client	<i>UR I</i> Omics Lab <i>SRS II</i> Bioinformatics Lab
Client answers feedback form and participates in Culminating Activity	Person responsible solicits feedback from client and conducts	None	1 day	<i>PDO II and UEA I</i> PGC Visayas



	Culminating Activity			
Client submits internship report	Person responsible reviews Interns' Report	None	3 days	<i>PDO II and UEA I PGC Visayas</i>
	Person issues clearance and certificate of completion	None	1 day	<i>PDO II and UEA I PGC Visayas</i>
TOTAL		None	148 days	

Undergraduate Internship qualified for multi-stage processing.